



Arizona Department of Economic Security
Division of Aging and Adult Services
State Plan on Aging

Public Forum

In conjunction with Senior Action Day.
In collaboration with the Governor's Advisory Council on Aging
and the Center for Civic Participation.



Division of Aging and Adult Services
State Plan on Aging

Public Forum Agenda

Welcoming Remarks – GACA Council Member

State Plan Overview – DAAS Staff

Goals Discussion – Center for Civic Participation



Division of Aging and Adult Services State Plan on Aging

Why are we here today?

Today's Senior Action Day gathering provides an opportunity for the public to offer feedback on the State Plan on Aging.

What is a State Plan on Aging?

The State Plan on Aging outlines the Division of Aging and Adult Services' goals and objectives that guide service delivery to the aging population, and identifies strategies and actions to accomplish those goals and objectives.

Why is a State Plan necessary?

Under the Older American's Act of 1965, as amended, each state is required to submit a periodic state plan to the Department of Health and Human Services, Administration on Aging. The plan sets the future direction for the Division, prioritizes the Division's functions; focuses the Division's resources; and furthers collaborative efforts. In doing so, the plan is a blueprint to better serve the aging population.

How often is the State Plan updated?

Arizona's plan is for a three year period spanning three consecutive federal fiscal years, beginning October 1, 2007 and concluding on September 30, 2010.

Who develops the State Plan?

The development of a state plan is the responsibility of the Arizona Department of Economic Security, Division of Aging and Adult Services.

How is the State Plan monitored?

The goals of the State Plan on Aging are monitored by the Governor's Advisory Council on Aging and the Division of Aging and Adult Services. The Council requests semi-annual updates from the Division. Quarterly reviews will be conducted within the Division to evaluate achievements of strategies within each goal and objective. Semi-annual updates are used to report on Aging 2020 activities.



Division of Aging and Adult Services State Plan on Aging

How does the Governor's Aging 2020 Plan relate to the State Plan?

First, Aging 2020 is a long-term plan established by Executive Order directing state agencies to develop a plan to ensure that Arizona seizes each opportunity to serve Arizona's changing population. The State Plan has adopted the eight goals identified in Aging 2020, but targets a shorter time frame. Second, Aging 2020 incorporates plans from multiple state agencies to address the long-term goals, whereas the State Plan addresses the activities specific to the Department of Economic Security, Division of Aging and Adult Services. The State Plan outlines DAAS' responsibilities in support of the Governor's Plan.

What is the relationship between the State Plan and the Area Plan?

An Area Plan is a planning document submitted by an Area Agency on Aging to the Division of Aging and Adult Services in order to receive funds provided under the Older Americans Act, as amended. The plan is the blueprint by which the Area Agency develops and administers a comprehensive and coordinated system of services and serves as the advocate for older people in the Planning and Service Area. Area Plans are locally based and supported by the State Plan.

Why is the State Plan important to me?

The State Plan informs the public of the state's direction as it relates to aging services. The plan also provides the public a voice in setting the state's direction. Input from Arizona's eight Area Agencies on Aging, the Governor's Advisory Council on Aging, the general public, and other concerned agencies and organizations throughout the state is requested during the development of the State Plan. Today's event provides YOU the opportunity to offer your feedback on the plan



Thank you for your participation!



Division of Aging and Adult Services State Plan on Aging

In Arizona, the State Unit on Aging is the Division of Aging and Adult Services (DAAS) within the Department of Economic Security (DES). DES was established by the State Legislature in July 1972 by combining the Employment Security Commission, the State Department of Public Welfare, the Division of Vocational Rehabilitation, the State Office of Economic Opportunity, the Apprenticeship Council and the State Office of Manpower Planning. The State Department of Mental Retardation joined the Department in 1974. The purpose in creating the Department was to provide an integration of direct services to people in such a way as to reduce duplication of administrative efforts, services and expenditures. The DES Vision is that every child, adult, and family in the state of Arizona will be safe and economically secure. The DES Mission is to promote the safety, well-being, and self sufficiency of children, adults, and families.

The mission of the DAAS is to support and enhance the ability of at-risk and older adults to meet their needs to the maximum of their ability, choice, and benefit. A variety of programs and services are made possible through the DAAS and its contractors that enable older persons and vulnerable adults to remain independent in their communities. Services funded through the Older Americans Act and other federal and state funds are provided under contract with eight Area Agencies on Aging.

The following is a listing of DAAS programs and services:

- **Independent Living Support Services** provides for non-medical home and community based services that serve as options to nursing home care. Examples of services delivered as In-Home Services include: Personal Care, Respite Care, Housekeeping Services, Adult Day Care/Adult Day Health Care, Home Health Aides, Home Nursing, Telephone Assurances, Chore Maintenance, Support Services, and Home Delivered Meals. Services associated with access to services such as transportation, outreach, information and assistance, and case management are also included. **Nutrition Services Incentive Program** provides home delivered meals, congregate meals, and nutrition education.
- **Disease Prevention and Health Promotion Services** are intended to address wellness and include services such as health risk assessments, routine health screening, nutritional counseling and education, home injury control services, medication management screening, and counseling regarding social services and follow-up health services.
- **Family Caregiver Support Program (FCSP)** provides services to family caregivers of older adults, as well as grandparents and other relative caregivers of children not more than 18 years of age. Services provided to family caregivers include: 1) Information to caregivers about available services; 2) Assistance to caregivers in gaining access to supportive services; 3) Individual counseling, organization of support groups, and caregiver training to caregivers to assist the caregivers in making decisions and solving problems relating to their caregiving roles; 4) Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and 5) Supplemental services, on a limited basis, to complement the care provided by caregivers.



Division of Aging and Adult Services State Plan on Aging

- **Long-Term Care Ombudsman Program** provides investigation and assistance in the resolution of complaints made by, or on behalf of older persons who are residents of long-term care facilities; advocacy for quality long-term care services; analysis and monitoring of issues and policies that relate to residents in long-term care facilities; and training to volunteers and designated representatives of the office.
- **Senior Community Service Employment Program (SCSEP)** provides subsidized part-time employment for low-income persons age 55 and older. The expectation is that these persons will become employed in unsubsidized positions.
- **State Health Insurance Assistance Program (SHIP)** receives its funding through the Centers for Medicare and Medicaid Services. SHIP assists Arizona's Medicare beneficiaries in understanding and accessing the healthcare benefits to which they are entitled and assists Medicare beneficiaries, caregivers, families and social services professionals seeking health insurance and benefits information and assistance. The Ferret Out Fraud Senior Patrol Project also falls under the SHIP and provides education on the detection of potential health care system fraud and abuse. Information and assistance is provided through a national toll free number, educational events, and face-to-face counseling. Volunteers provide outreach and deliver information and assistance in both programs.
- **Legal Services Assistance Program** provides legal assistance to older Arizonans who may be unable to appropriately manage their own affairs.
- **Adult Protective Services (APS)** Program is administered directly by the DAAS throughout its 31 offices within six districts. Adult Protective Services accepts and evaluates reports of abuse, neglect, and exploitation of vulnerable and incapacitated adults and offers appropriate services.
- **Foster Grandparent Program (FGP)** is also administered directly through DAAS. The FGP receives its funding from Corporation for National Service and provides volunteer opportunities that offer stipends to persons 60 years of age and older who have incomes at or below 125% of Federal Poverty Level. Foster Grandparents provide companionship and guidance to children with special needs.

Arizona Department of Economic Security
Division of Aging and Adult Services
1789 W. Jefferson, Site Code 950A
Phoenix, Arizona 85007
Phone: (602) 542-4446
Fax: (602) 542-6575
<http://www.azdes.gov/aaa/>



Division of Aging and Adult Services State Plan on Aging

At-A-Glance

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

- Develop One-Stop Resource Centers across the state to facilitate access to information on a variety of aging-related topics, issues, and services. -- AZ Links.
- Implement Governor's Executive Order 2007-01 – Ensuring Quality in Long-Term Care.
- Utilize State Health Insurance Program and Benefits CheckUp to expand life options and information on benefits program.
- Promote the development of consumer choices within services.

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

- Increase the cultural/linguistic competency of aging services statewide.
- Develop culturally and linguistically appropriate awareness campaigns to educate communities on elder abuse and Family Caregiver Support Program.
- Identify/adapt culturally appropriate curricula related to aging that can be applied to all disciplines.
- Promote aging friendly businesses to serve older adults.

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.

- Work with Area Agencies on Aging and Arizona Department of Health Services to develop health promotion/disease prevention evidence-based programs.
- Develop and implement training programs with the Area Agencies on Aging focused on the principles of self determination, model of care for case managers to promote putting decisions in the hands of the consumers and families.
- Develop programs, applications and approaches to close the gap between needs of the chronically ill and the resources available to support community and self management.
- Promote intergenerational communities.
- Promote visitation programs to the homebound.

Goal 4: Increase the safety and well-being of older Arizonans.

- Cooperate with law enforcement agencies and prosecutors' offices to effectively carry out prosecution of perpetrators of abuse, neglect, and exploitation.
- Initiate an education campaign to prevent elder abuse and heighten awareness to recognize the signs of elder abuse.
- Work with Alzheimer's Association to establish an after hours Safe Return Pilot Program for Adult Protective Services clients who are wanderers.
- Work with Arizona Department of Health Services and the Governor's Advisory Council on Aging to develop falls prevention screening tool.



Division of Aging and Adult Services State Plan on Aging

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

- Facilitate and support caregiver education and access to useful caregiver resources.
- Coordinate with the Mature Workforce Committee to develop a public awareness campaign for employers/local employment agencies on utilization of mature workers.
- Implement a standardized curriculum for the direct care workforce.
- Work with local long term care, in-home service providers, and other existing groups to provide training and assistance to family caregivers.
- Provide resources, services and program development to promote the use of senior volunteers to support seniors.

Goal 6: Enhance the state's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

- Identify partnerships and programs to enhance available services that support families dealing with dementia.
- Develop affiliation between Kin Care Organizations and Area Agencies on Aging.
- Develop Family Caregiver Support Program core services statewide.
- Build collaborations that will increase accessible, safe and affordable housing options for seniors.

Goal 7: Promote quality of care in all aging services.

- Implement Governor's Executive Order 2007-01 – Ensuring Quality in Long-Term Care
- Review and revise policy and procedure manuals for internal use and the provider network as necessary.
- Ensure health and wellness policies balance the needs of the elderly with respect to wellness & independency.
- Develop and/or improve quality resource management tools that support process improvement.

Goal 8: Promote effective and responsive management for all aging services.

- Integrate departmental services in order to effectively serve the family unit.
- Develop diverse leadership.
- Enhance Division technological ability to allow better access to client data and program reports.

**Check the Division of Aging and Adult Services website
<http://www.azdes.gov/aaa/>
for periodic updates.**



Division of Aging and Adult Services State Plan on Aging

**Should you have questions related to programs and services, please
contact your local Area Agency on Aging.**

<p><u>REGION I (Maricopa County)</u> Area Agency on Aging, Region One, Inc. 1366 East Thomas Road, Suite 108 Phoenix, Arizona 85014 www.aaaphx.org 602.264.2255 602.230.9132 Fax</p>	<p><u>REGION V (Pinal-Gila County)</u> Area Agency on Aging, Region V Pinal-Gila Council for Senior Citizens PO Box 10530 (Address-1895 N. Trekeil Road, Suite 2) Casa Grande, Arizona 85230-0530 www.pgsc.org 520.836.2758 520.421.2033 Fax</p>
<p><u>REGION II (Pima County)</u> Area Agency on Aging, Region II Pima Council on Aging 8467 East Broadway Blvd Tucson, Arizona 85710-4009 www.pcoa.org 520.790.0504 520.790.7577 Fax</p>	<p><u>REGION VI (Cochise, Graham, Greenlee & Santa Cruz Counties)</u> Area Agency on Aging, Region VI SouthEastern AZ Governments Organization 118 Arizona Street Bisbee, Arizona 85603 www.seago.org 520.432.5301 520.432.5858 Fax</p>
<p><u>REGION III (Apache, Coconino, Navajo & Yavapai Counties)</u> Area Agency on Aging, Region III Northern AZ Council of Governments 119 E. Aspen Avenue Flagstaff, Arizona 86001-5296 www.nacog.org/aging/index.asp 928.774.1895 928.214.7235 Fax</p>	<p><u>REGION VII (Navajo Nation)</u> Navajo Area Agency on Aging, Region VII P.O. Box Drawer 1390 Window Rock, Arizona 86515 www.azdes.gov/aaa/regions/r7.asp 928.871.6868 928.871.6783 928.871.6793 Fax</p>
<p><u>REGION IV (La Paz, Mohave & Yuma Counties)</u> Area Agency on Aging, Region IV Western AZ Council of Governments 224 S. 3rd Avenue Yuma, Arizona 85364 www.wacog.com/AAAbrochure.asp 928.782.1886 928.329.4248 Fax</p>	<p><u>REGION VIII (Inter-Tribal Council on Arizona)</u> Area Agency on Aging, Region VIII Inter-Tribal Council of Arizona, Inc. 2214 N. Central #100 Phoenix, Arizona 85004 www.itcaonline.com/program_aging.html 602.258.4822 602.258.ITCA 602.258.4825 Fax</p>